

KIRKLEES HEALTH & WELLBEING BOARD

MEETING DATE: 26th November 2020

TITLE OF PAPER: Community Engagement during Covid

- 1. Purpose of paper**
- To enable the Health and Wellbeing Board to examine the views of Kirklees residents about their health and care experiences during the Covid-19 pandemic
 - To gather a comprehensive response to the views of local people as Kirklees establishes how it will deliver health and care services during the pandemic and in to the future
 - To encourage collaborative working to identify the perspectives of Kirklees residents and establish how these can influence both current access to care and adaptations in the future

2. Background

Healthwatch Kirklees is the consumer champion for health and social care services in Kirklees. In the early stages of the Covid-19 lockdown, the Healthwatch Kirklees (HWK) team focused on sharing clear messaging around safety and wellbeing, whilst supporting the community effort. Whilst this is a fundamental part of Healthwatch’s role, after getting past those early stages, the team felt it was appropriate to begin asking people what their experience of health and care services had been like during the pandemic.

From May to the end of August, HWK delivered a multifaceted engagement project, which involved a health and care experience survey, storytelling tools through which people could share their experience in more detail and regular review of our ongoing feedback mechanisms (such as our information and signposting service and our website reviews).

HWK received survey responses from 696 Kirklees service users and carers, plus 36 responses from staff members. In addition to this, 36 people shared their experience in creative ways through our story telling tools.

Opportunities to share experiences through the survey or storytelling were promoted on our website, through social media channels, with the support of key stakeholders, direct emails to community groups and with the support of some of the Community Voices. Due to the infection control regulations that were in place, the team were unable to go out in to communities to engage, and this does mean that many respondents were digitally enabled, and hence could complete the survey online.

The feedback received was enormously varied, but 5 key themes were consistently and repeatedly mentioned by our respondents. These themes are:

- **Access to services** – covering telephone access, delay or cancellation of routine care and access to specific services such as dentistry, podiatry and antenatal/postnatal support.
- **Digital access** – covering the use of online booking systems and video call appointments
- **Communication** – covering how easily people were able to speak to a health professional, and the quality and timeliness of information and responses received.
- **Quality of care** – covering person-centred and flexible support

- **Cleanliness, hygiene and infection control** - covering personal protective equipment (PPE), social distancing measures and Covid- 19 testing

In addition to these key themes, the report has discrete sections indicating the impact of protected characteristics on the experience of the public, and mental health impacts of the pandemic.

Whilst these themes were routinely mentioned, this is not an exhaustive list of every theme mentioned by the respondents, and there is ongoing work taking place within HWK to look at those responses in more detail.

To see the final version of the summary report, the linked appendices, staff feedback report, and the accessible version, please follow this link: <https://healthwatchkirklees.co.uk/the-health-and-care-experiences-of-people-living-in-kirklees-during-the-covid-19-outbreak/>

HWK sees this report as a starting point in examining the changing views and perspectives of the people of Kirklees during the pandemic. There are gaps in the intelligence gathered (outlined in more detail in the report) and HWK intends to do follow-up work to create a more complete picture of the public's views of care during the Covid-19 pandemic. Key areas of interest are:

- Gathering the views and experiences of health and care services of those from Black, Asian and Minority Ethnic communities
- Gathering the views and experiences of those residing in care homes
- Gathering the views and experiences of those with disabilities and long term conditions
- Digital inclusion
- Accessing NHS dental care
- Discharge from hospital
- Mental wellbeing for adults and children

The team are working together to prioritise these and establish where they can add most value to ongoing discussions.

In addition to the engagement work delivered directly by the HWK team, staff are working to gather together a comprehensive list of the engagement work delivered by all partners during the pandemic. Each organisation represented on the Board, and many others besides, will have been seeking the views of their service users; Healthwatch staff have made contact to multiple organisations to seek clarity on what they have learned so that this intelligence can also be brought together to influence the work of the Kirklees health and care system.

3. Proposal

Healthwatch Kirklees asks the Health and Wellbeing Board to consider this valuable feedback from residents and staff in Kirklees whilst they adapt and review their services both during and after the Covid-19 pandemic. Each organisation represented at the Health and Wellbeing Board has been asked to provide a service response to key questions indicated in the attached paper. The request of the Health and Wellbeing Board is that it considers how the Kirklees health and care system can utilise this feedback in its strategic and operational development, and establish how the system as a whole will respond to the public's feedback at this time.

It is apparent that the Covid-19 pandemic is negatively impacting the wellbeing of the population of Kirklees. HWK hopes that by providing insight from the public, key agencies in our

health and care footprint will be able to understand the added value that some service transformation has brought, as well as the challenges that some people are facing in accessing appropriate health and care. As we are functioning in a unique context, this updated understanding of the public's views should help us to identify appropriate courses of action to enable us to continue work towards the Kirklees outcomes.

Healthwatch Kirklees intends to share the responses of the individual organisations to the report to give the general public an understanding of how each large provider or commissioner is making use of their feedback. The ambition will be to create a video clip, with representatives from each organisation saying a short statement about how the views of the public, shared during the pandemic, have influenced what is being offered and delivered. It is essential to close the feedback loop between the public and services at this time to build trust.

As indicated above, this feedback is not a complete description of the views of all Kirklees residents, and it is essential that further work to engage the public is considered and undertaken, as responding only to this intelligence would not be responsive to all Kirklees communities.

4. Financial Implications

No specific financial implications

5. Sign off

N/A

6. Next Steps

Discussion about the report at the meeting will prompt the Health and Wellbeing Board to identify:

- unanswered questions about the public's views that they wish to explore in more detail
- a way in which they will respond to the feedback provided as a health and care system

Healthwatch Kirklees will take away any specific questions and aim to respond through closer examination of the data from the survey, and understanding gathered from health and care partner engagement.

Healthwatch Kirklees hopes that this will prompt more system wide engagement with the public about their views and expectations during the pandemic. To that end, Healthwatch staff have been involved in the development of the Kirklees Learning and Evaluation Project.

A specific request from Healthwatch Kirklees is that Board members encourage engagement colleagues in their organisations to respond to the Healthwatch Kirklees request for details of their pandemic specific engagement work, thus enabling us to provide a comprehensive picture of the public's views on the pandemic to date.

7. Recommendations

1. Consider how the Health and Wellbeing Board can make use of the information provided in the report to create a health and care system response to the public's views on the pandemic
2. Support Healthwatch Kirklees to develop a comprehensive picture of engagement in Kirklees during the Covid-19 pandemic

8. Contact Officer

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